

# CHANGES TO THE MARYLAND CHILD CARE CREDENTIAL PROGRAM



## New Contact Information

### Mailing Address

PO Box 598

Baltimore, MD 21203

*Mail address will be available November 2*

### Email

[cccredential@xerox.com](mailto:cccredential@xerox.com)

*Email will be available November 2*

### Fax

410-229-0145

## KEY GO LIVE DATES

### November 2

**The new vendor begins to process  
credential applications**

*The applications will be processed in date order  
beginning from the oldest and continuing to the  
most recent. At present, applications received in  
March 2015 are being processed.*

### November 9

**Interactive Voice Response (IVR)  
system becomes available to providers  
Phone 866.243.8796**

*Recorded message only - specific application  
information will not be available through the IVR until  
December 7.*

### December 7

**Live Customer Service Reps will begin to assist in  
answering provider questions**



We appreciate your cooperation  
during this time of transition.